

**Head of Environmental Health, Business and Consumer Services
Level 6 Zone 2**

SUPPORTING COMMUNITIES

COMMON INFORMATION TO ALL ROLES IN THIS DIRECTORATE

Supporting Communities Directorate: summary of directorate purpose

The 'Supporting Communities' directorate will be focused on creating the conditions for people to lead high quality and fulfilling livings in healthy, safe and resilient communities. Enabling a vibrant local economy creating an attractive, clean and safe environment and providing a range of leisure and recreational services are all part of this. This directorate will also be responsible for maintaining and developing our buildings and physical assets which also affect people's quality of life.

Leadership Family Purpose:

The Supporting Communities Family is made up of employees who are focused on delivering the specialist professional business services required by any organisation, irrespective of industry sector, that enable those in frontline services to deliver to customers in an efficient manner, within a professional business framework. All employees in this family work at a professional level within their respective discipline. They have a body of theoretical and practical knowledge commensurate with part or full qualification of a relevant professional body. With the exception of the leadership family, their most likely career path is within their own discipline.

Tier 3: Job Summary (common to all Tier 3 jobs):

These are Head of Service or Specialist Expertise jobs whose primary activity is determining the strategic direction of the organisation and leading the policies, activities and service improvements required to deliver the strategy. Employees in this family have progressed to a level in the organisation that is beyond the top of their original professional discipline. They operate at a directorate, divisional or service level, beyond the level of the specialist or technical team. They are required to think at a conceptual level and to own and implement the corporate strategy.

Tier 3: Common accountabilities: you have specific responsibility for an area of focus within a designated directorate as well as corporate responsibilities as follows

- Advise the Tier 2 post-holder(s), Council and Members on all aspects of the services the post holder is responsible for and support the administration in the delivery of its priorities, with a particular focus on the services the post-holder is accountable for / has strong links to.
- Demonstrate a wide understanding of the national and local political environment, used to influence the thinking and direction of stakeholders.
- Create a culture of accountability, ensuring delivery to agreed outcomes. They will identify talent and develop capability to ensure a highly skilled, committed and motivated workforce.
- Create the conditions for effective collaboration between stakeholders by establishing relationships and building trust and rapport in order to build a shared sense of purpose across Camden, unlocking the borough's collective resources for the benefit of all.

- Be ambitious, challenging and innovative in their approach to driving high standards, quality and value for money. They will empower others to be courageous and try new approaches in order to improve services and outcomes for customers.
- Scan the environment and seek out the latest thinking, tools and technologies across all sectors.
- Be authentic, inspirational and engage others through their personal leadership and ability to make the Council's vision meaningful to all.

Tier 3: How does this role differ from a Tier 2 role

- Requiring applied and theoretical knowledge, and an ability to work out problems or devise new approaches from first principles. This tier is normally associated with a professional or academic qualification or gained through a detailed grasp of involved practices and procedures.
- Development and integration of a major service or group of services which have a significant impact across the local authority or the central co-ordination of strategic functions which support the delivery of all local authority service.
- Influencing, developing and changing the motivation and behaviour of people are frequently and regularly required, and are central to the achievement of objectives.
- These roles require thinking within clearly defined policies, principles and specific objectives, under readily available direction from senior management. Differing situations requiring the identification and selection of solutions through the application of acquired knowledge rather than; situations requiring analytical, interpretative and/or constructive thinking and a significant degree of evaluative judgement.

PLACE MANAGEMENT DIVISION

Tier 3: Head of Environmental Health, Business & Consumer Services

Job Specific Accountabilities

- Lead the environmental health, business and consumer focused, responsive and cost-effective range of advisory, compliance and enforcement services ensuring that Camden is meeting its statutory and regulatory duties
- Lead the service putting strong emphasis on safety of all consumers with a focus on driving compliance from all businesses within Camden
- Lead the work with businesses to deliver public health improvement opportunities for all Camden's citizens
- Oversee robust approach to licensing policy and practices, ensuring effective advice to e.g. licensing committee, panels, business owners, and partners. Ensure that licenses are renewed annually with attention to the cost of delivering the licensing service and licensing income levels
- Ensure provision of safe and fair trading environment for consumers, businesses and visitors within the borough
- Drive service improvement and report on performance
- Ensure that appropriate relationships are fostered and developed with external partners, and that the team works in collaboration with other services to deliver programmes of work that are relevant and beneficial
- Act as delegated lead officer for coronial services on behalf of the Inner London Consortium and oversee Camden's mortuary services
- Ensure that officers are qualified and competent in accordance with legislative and regulatory requirements/competency matrix to carry out duties and have continuous professional development which is evidenced
- Ensure that service level agreements are created and updated annually
- Annually review and assess if contracted out services are providing value for money and vary contracts as necessary
- Write a service and training plan and monitor progress.

Key services managed by this post include: Environmental health compliance and enforcement services including food safety, trading standards, noise and statutory nuisances, licensing, pest control, health and safety, the mortuary, the coroner and coroner's office.

Key partners this post is required to work with include: DEFRA, FSA, HPA, and other food safety services, TfL, local businesses, business community representatives such as BIS, OFT, National Trading Standards, Advertising Standards Authority, HMRC and the police.